Tickets

Documenting condition status of dams during a flood can be difficult. However, thorough and timely documentation is imperative to a successful dam monitoring program. The "Tickets" feature in DamWatch is an easy way to document, maintain, and track dam conditions. Through tickets, users are able to add inspection notes, maintenance tasks, monitoring reports, breach details, or simply display general structure information.

Users initiate tickets, choose one of five types: Informational, Monitoring, Inspections, Maintenance, or Breach. Once a type has been selected, the creator fills out the ticket form, can add an attachment, and select other users to distribute the ticket. Once submitted, it is considered to be open and will be represented on the map with a color coded status enabling users to quickly identify the progression of their event response. A ticket will remain open until the creator or an administrator closes it.

Ticket Types

Informational – Informational tickets provide users the opportunity to document low priority information or notes for specified structures. Informational tickets do not display on the map.

Monitoring – Yellow site markers represent active monitoring tickets. Monitoring tickets can be established when specified structures need to be checked on a regular basis after an event, inspection, or maintenance routine.

Inspection – Users can generate inspection tickets to assign and track site inspections and provide notes on findings. An active, or open, inspection is displayed as a green site marker.

Maintenance – Maintenance tickets allow users to initiate and track maintenance tasks for structures. A maintenance ticket is displayed on the map, when active, as an orange site marker, and can even have a schedule associated with it.

Breach – A black site marker denotes a breach ticket. Breach tickets are designed to record and document incidents of structure overtopping or failure.

Open a Ticket

1. Select a Dam and its Ticket Tab.

2. Click "add ticket."

3. Choose your ticket type, priority, and write the subject.

4. Specify the reason for initiation (e.g. NEXRAD, USGS, or User).

5. Select users to notify.

6. Fill out the ticket, and if needed, add an attachment.

7. Click "Submit."

Close a Ticket
(*Note: Only the original ticket creator or an administrator can close a ticket.*)

1. Select a ticket from the map by clicking a colored site marker.

2. Click on the ticket title (e.g. Inspection, Maintenance, etc…)

3. Click "Close" in the Ticket tab.